

NH Department of Environmental Services Land Resources Management *Reorganization*

Public Information Meeting
November 2, 2015



Our Mission:

To help sustain a high quality of life for all citizens by protecting and restoring the environment and public health in New Hampshire.



Why reorganize?

Our world has become more
complex



Why reorganize?

We can become more efficient



Efficiency

Straight Ahead

Why reorganize?

Achieve greater consistency



Why reorganize?

We can produce better environmental outcomes



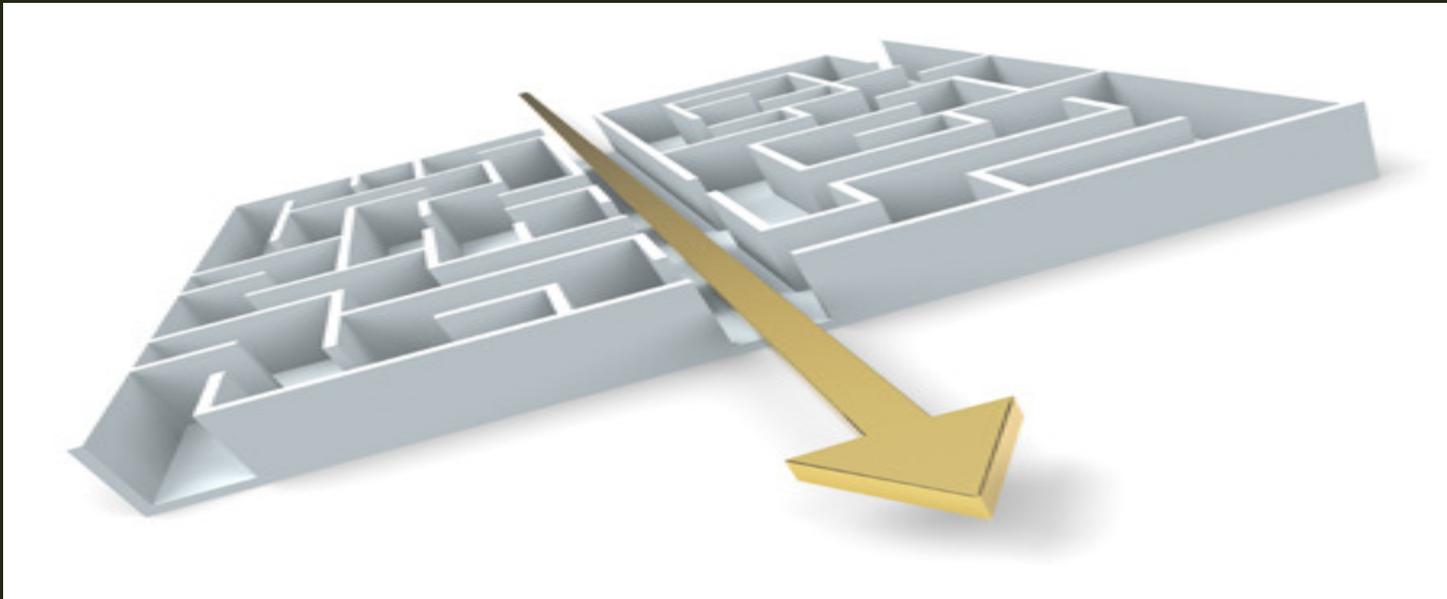
Why reorganize?

We can attract and retain qualified people

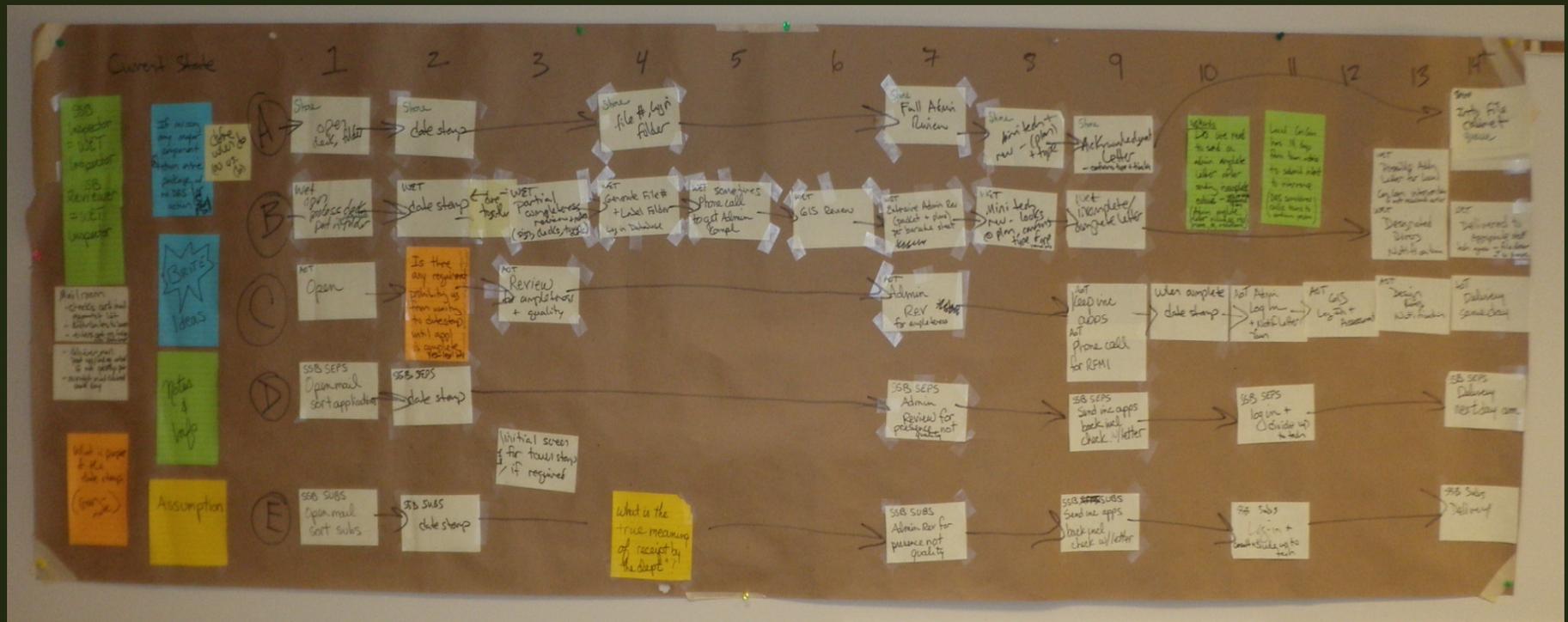


Why reorganize?

We can streamline existing
permitting processes



We analyzed *all* LRM permitting processes:



Administrative Completeness Reviews **took up to 14 days!**

Permit Process

Processing Steps

Shoreland Program

1	2	3	4	5	6	7	8	9	10	11	12	13	14+
Open folder	Date stamp		File #, log in folder			Full administrative review	Mini technical review – plan and type	Acknowledgment letter – confirms time and e-mail					Into file cabinet queue, use max technical review; permit; GIS

Wetlands Bureau

1	2	3	4	5	6	7	8	9	10	11	12	13	14+
Open, process check, put in folder	Date stamp, partial completeness review & notes		Generate file #, label folder, log in database	Sometimes phone call to request additional materials	GIS review	Extensive administrative review (packet & plans) per hardcopy sheet	Mini technical review – looks at plan, confirms type of application	Incomplete or complete letter				Possible additional letter for local com hold if not received earlier; designated rivers notification	Delivered to appropriate staff tech queue – file or to Pease

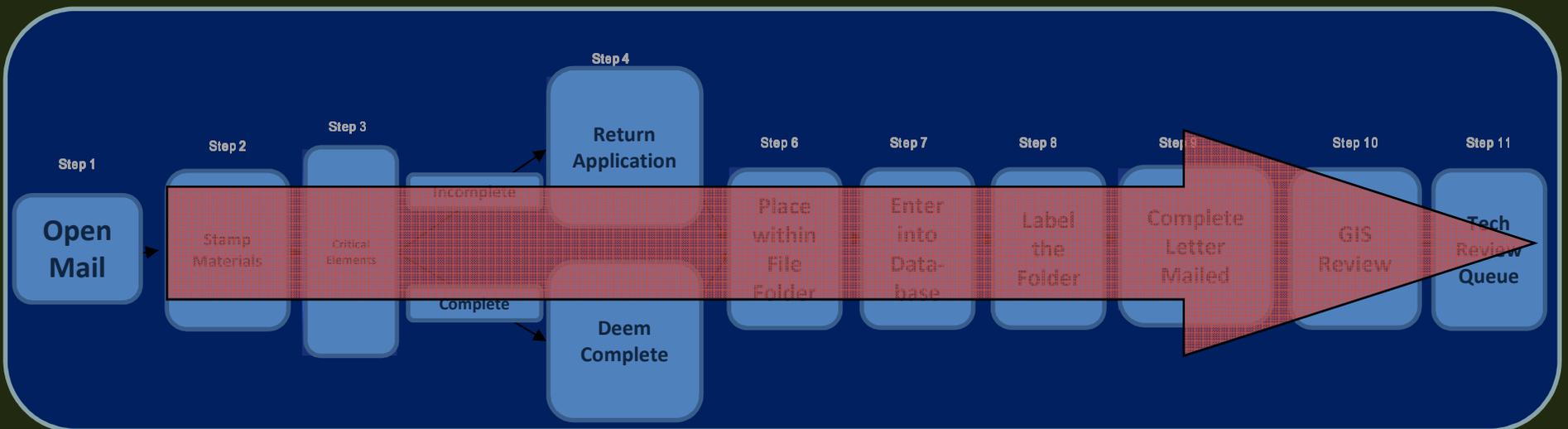
Alteration of Terrain Bureau

1	2	3	4	5	6	7	8	9	10	11	12	13	14+
Open		Review for completeness & quality				Administrative review for completeness		Keep incomplete applications - phone call request for added information	Date stamp when complete	Log into database & send notification letter	GIS log in & assessment	Design rivers notification	Delivery, not easy

Subsurface Systems Bureau

1	2	3	4	5	6	7	8	9	10	11	12	13	14+
Open mail, sort applications	Date stamp	Initial screen for town stamp if required				Administrative review for completeness and quality		Send incomplete applications back, including check, with letter		Log in & divide up to tech			Delivery, not easy AM

We designed a new, single application intake procedure for all LRM programs



All LRM permit applications are now processed on the **same business day!**

We recognize we have more work to do

We Can Streamline Overlapping Permitting Processes

Impact Type:

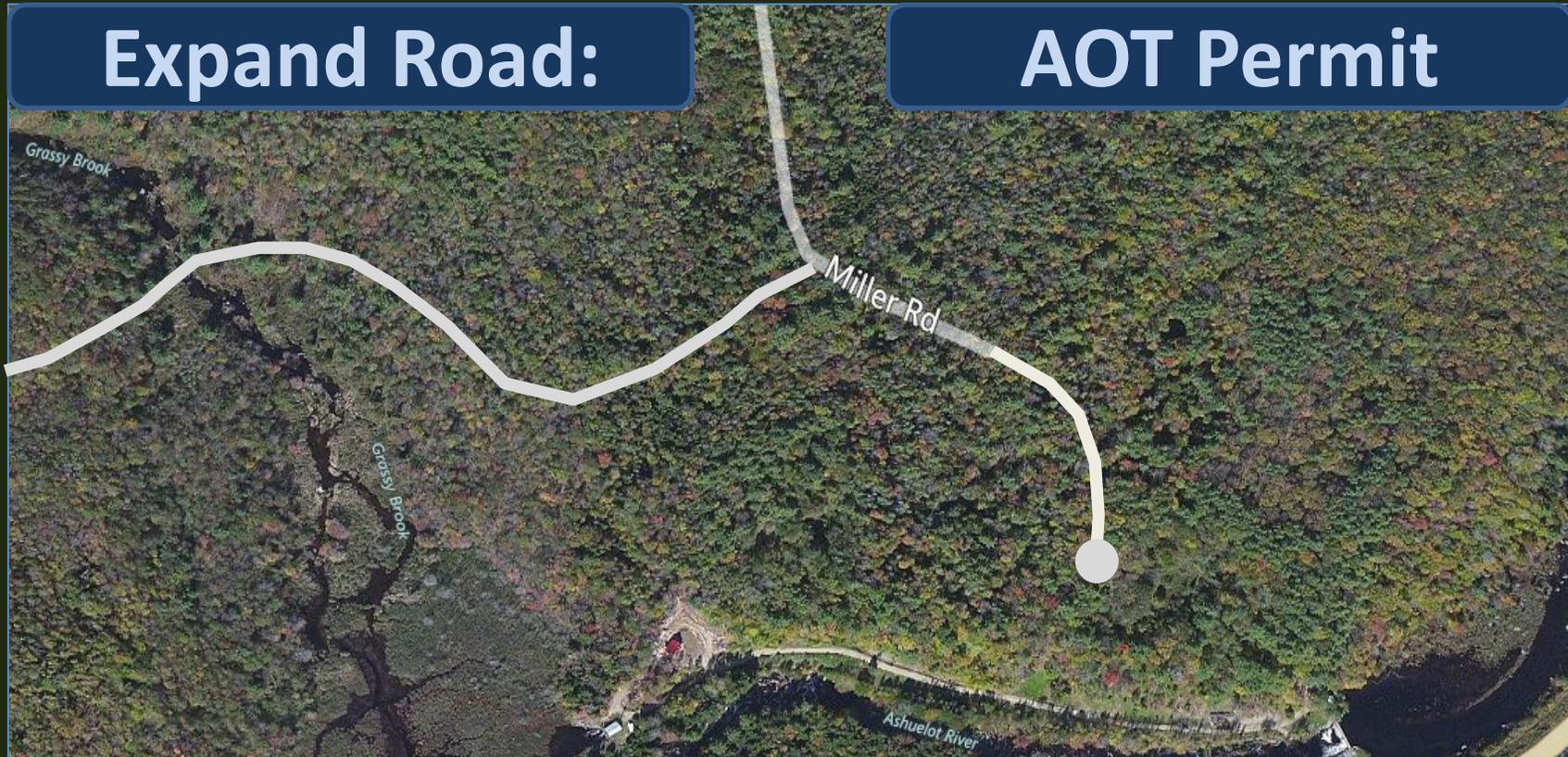
Permit Type



We Can Streamline Overlapping Permitting Processes

Expand Road:

AOT Permit



We Can Streamline Overlapping Permitting Processes

Stream Crossing:

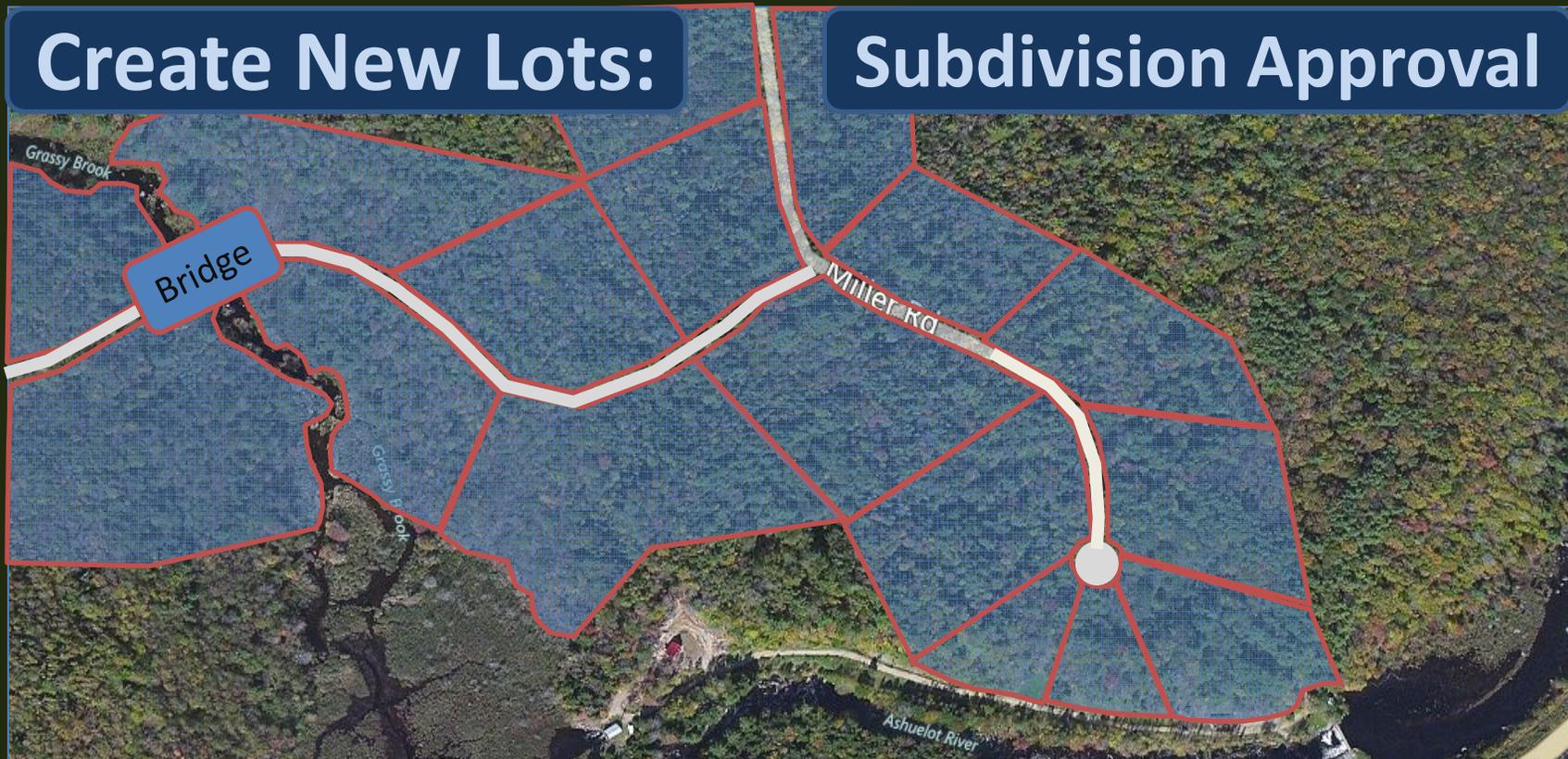
Wetlands Permit



We Can Streamline Overlapping Permitting Processes

Create New Lots:

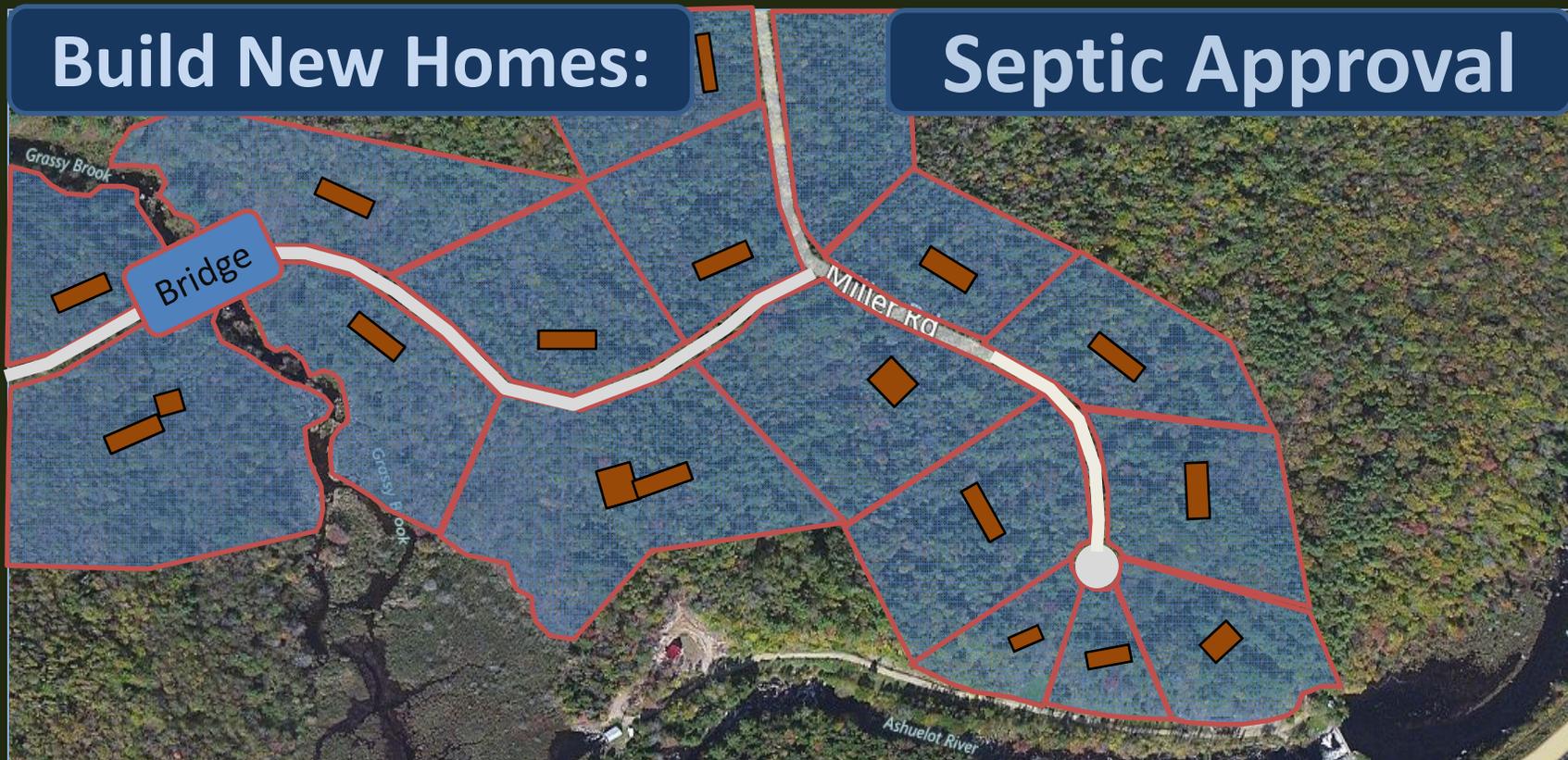
Subdivision Approval



We Can Streamline Overlapping Permitting Processes

Build New Homes:

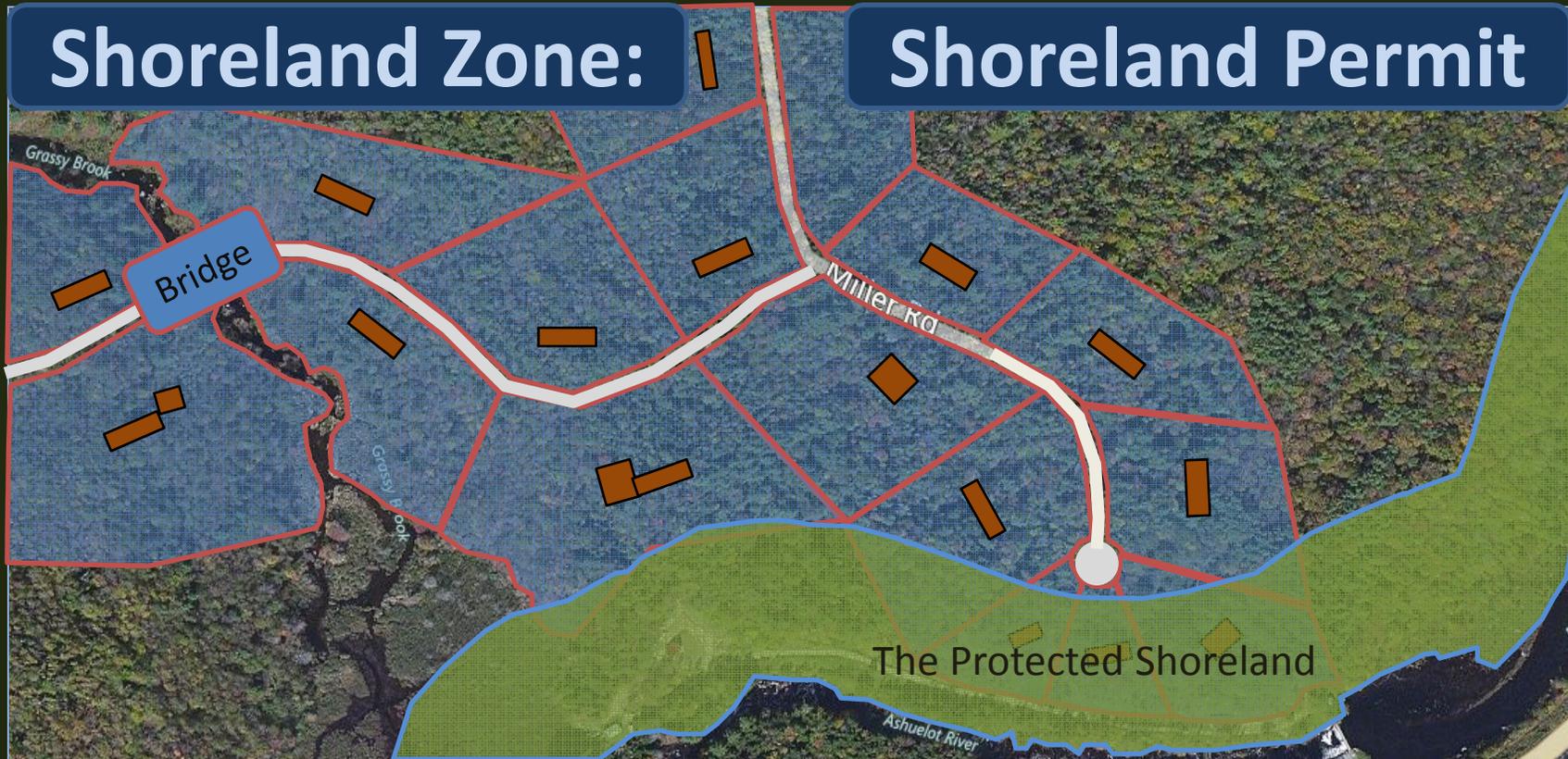
Septic Approval



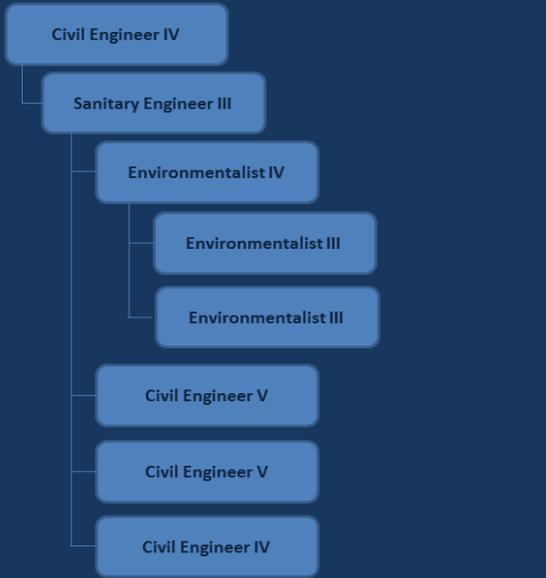
We Can Streamline Overlapping Permitting Processes

Shoreland Zone:

Shoreland Permit



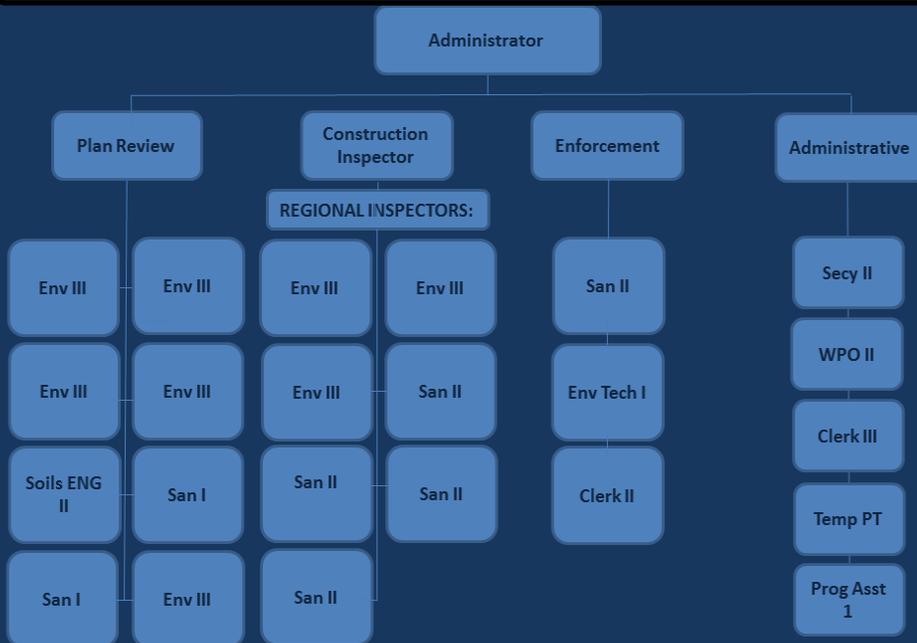
Alteration of Terrain Bureau



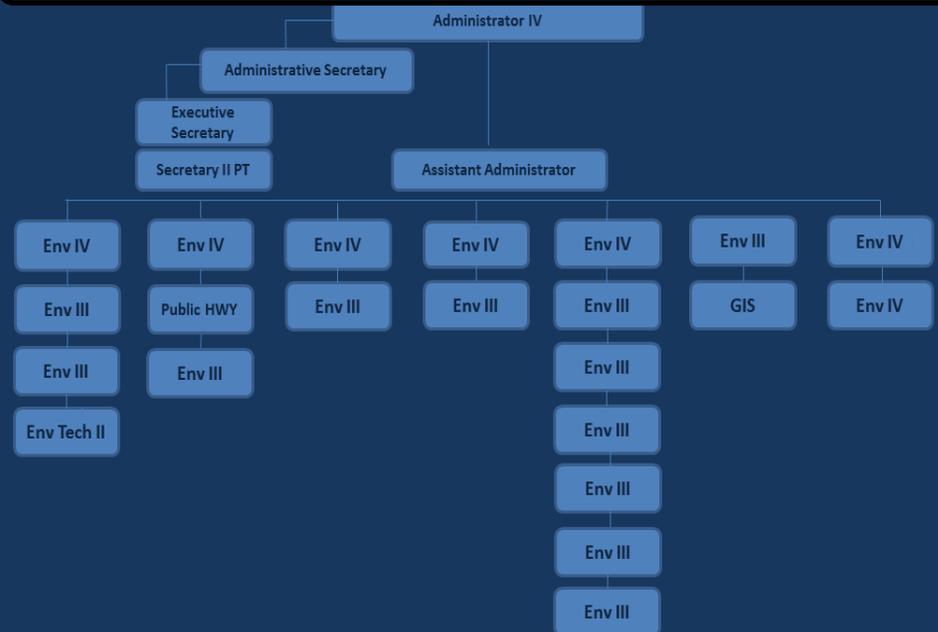
Shoreland Program



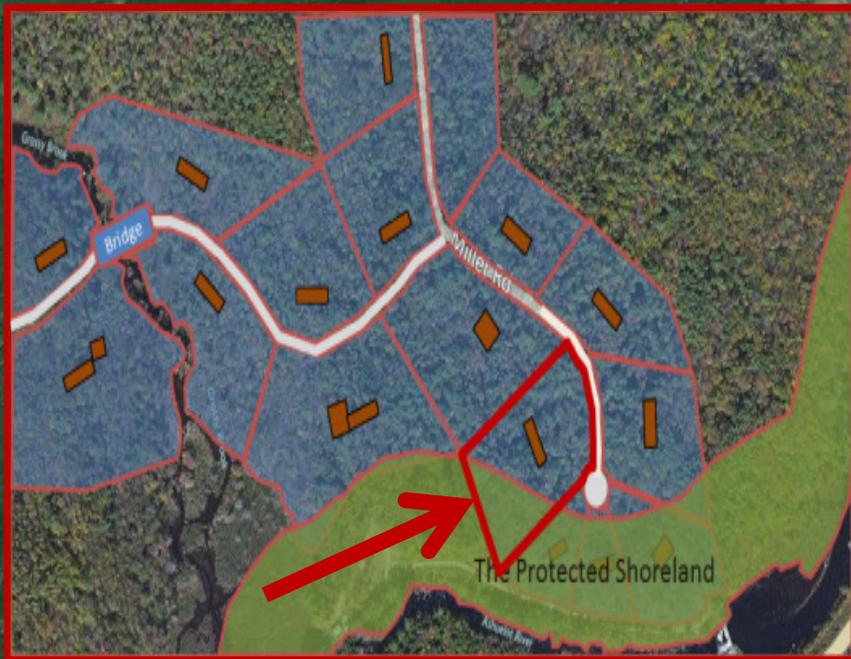
Subsurface Systems Bureau



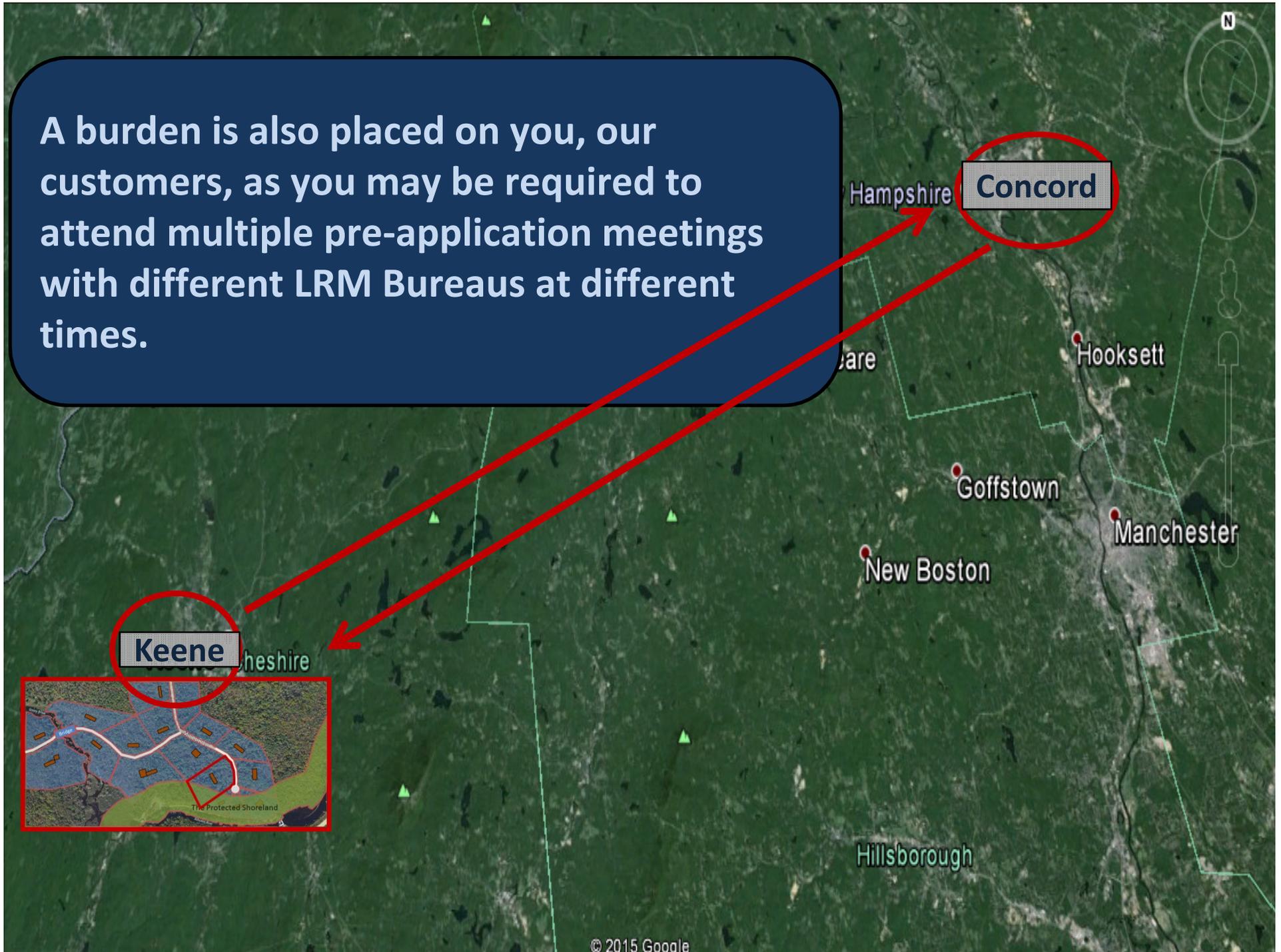
Wetlands Bureau



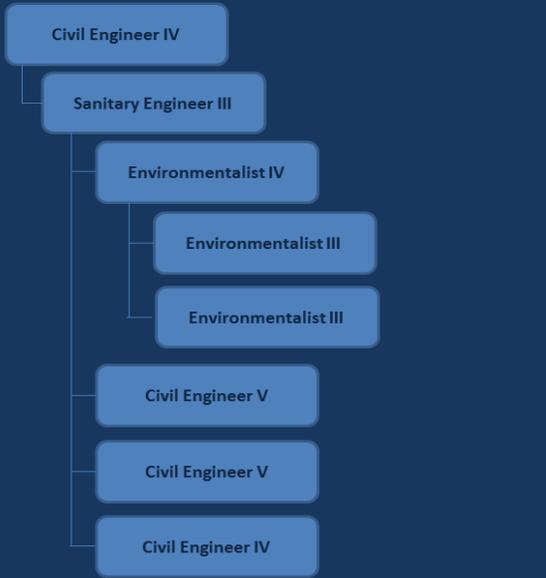
As currently structured, it is inefficient to have staff from multiple LRM Bureaus traveling to the same site at different times.



A burden is also placed on you, our customers, as you may be required to attend multiple pre-application meetings with different LRM Bureaus at different times.



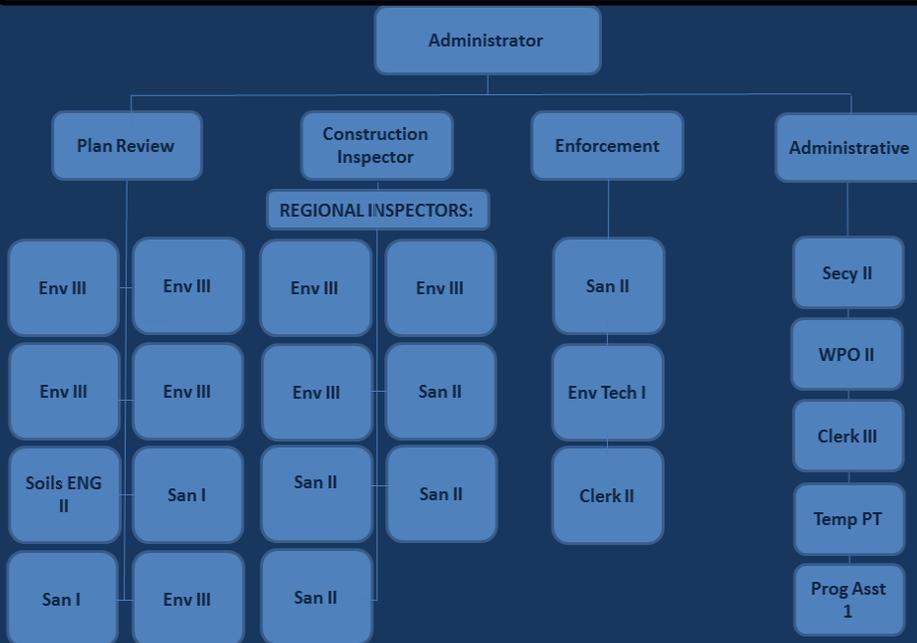
Alteration of Terrain Bureau



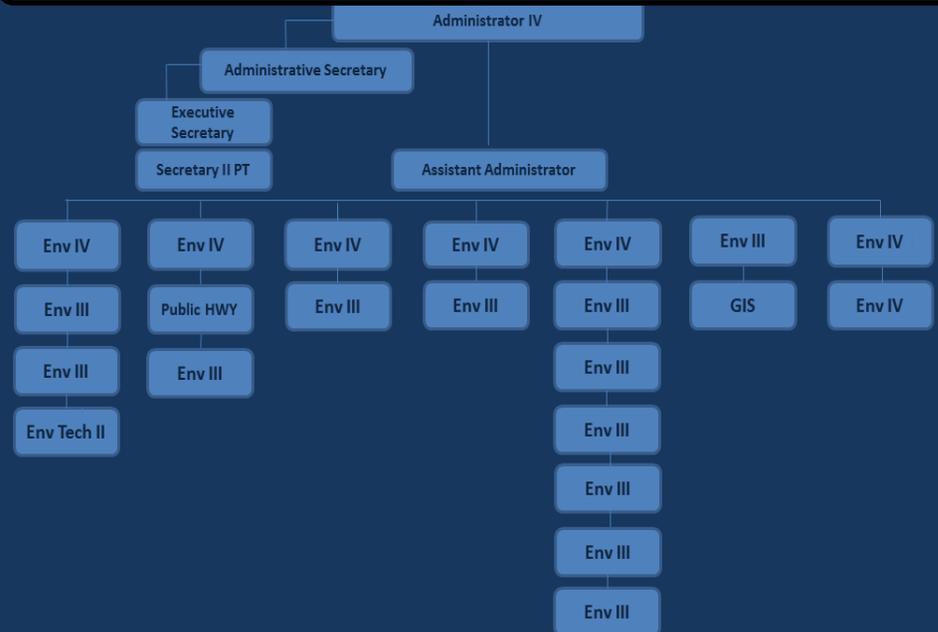
Shoreland Program



Subsurface Systems Bureau



Wetlands Bureau



NH Department of Environmental Services

**Water
Division**

**Land Resources
Management**

**Alteration of
Terrain**

Shoreland

**Subsurface
Systems**

Wetlands

Land Resources Management

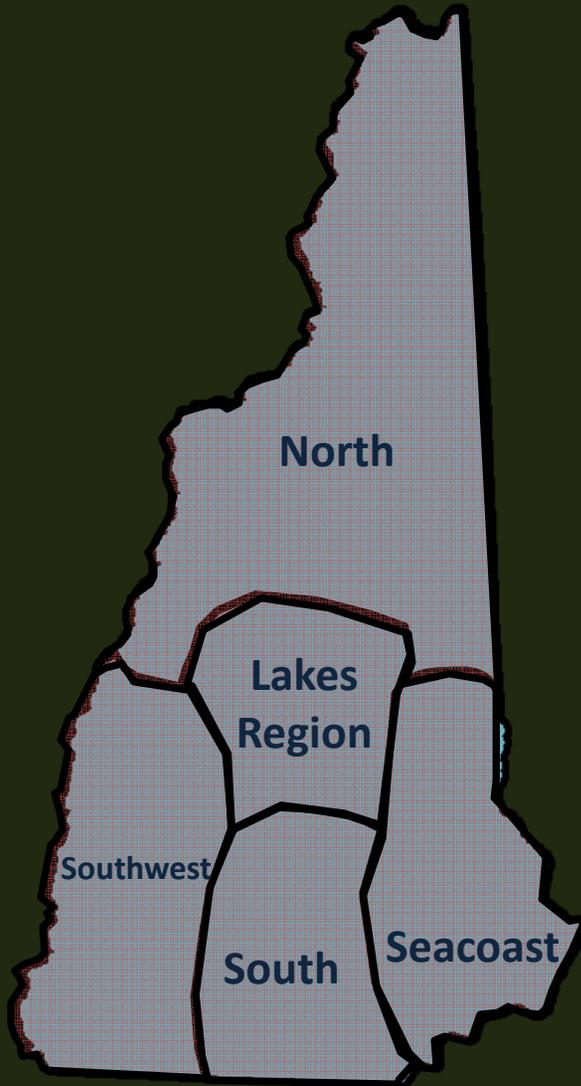
LRM Administrator

**Regional
Operations**

Engineering
and Technical
Services

Program
Development,
Information
and Data
Systems

Benefits of a Regional Approach:



Regional Administrator

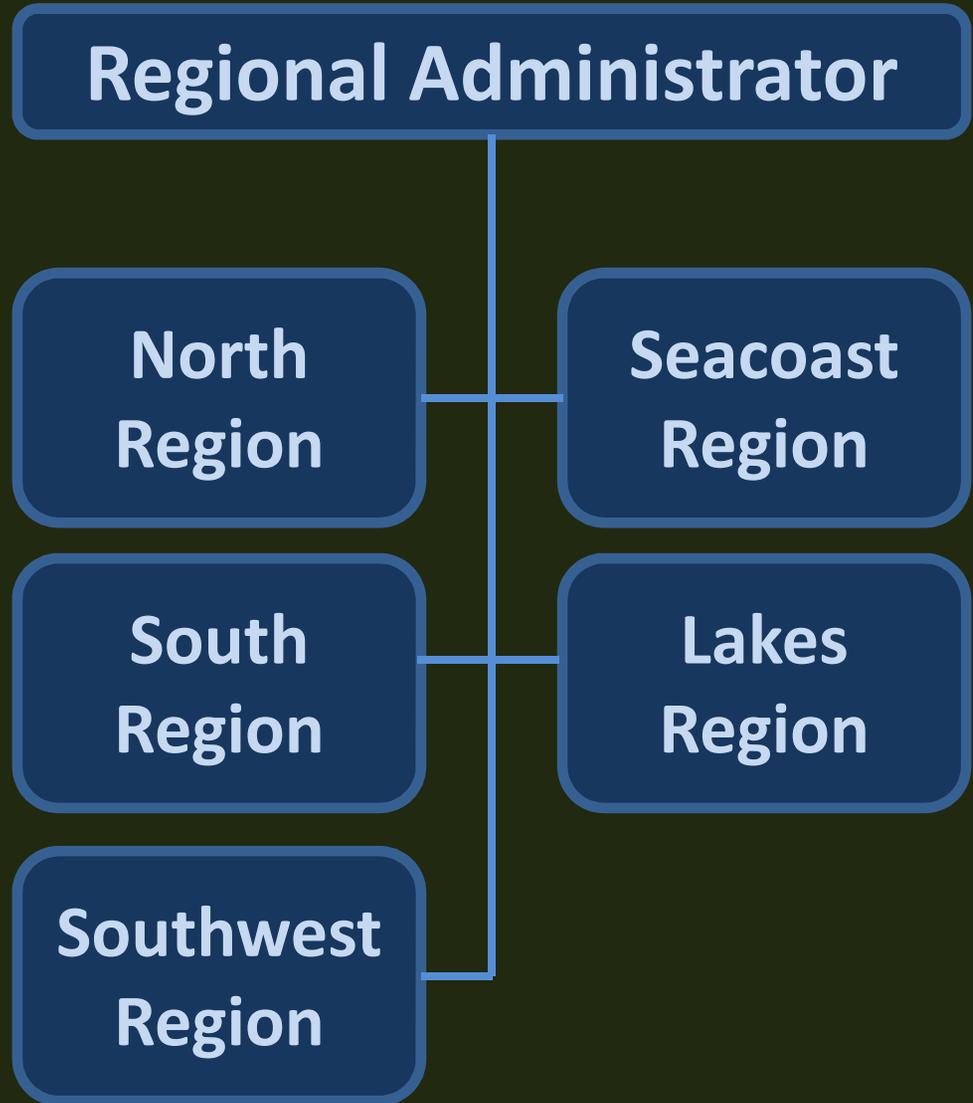
**North
Region**

**Seacoast
Region**

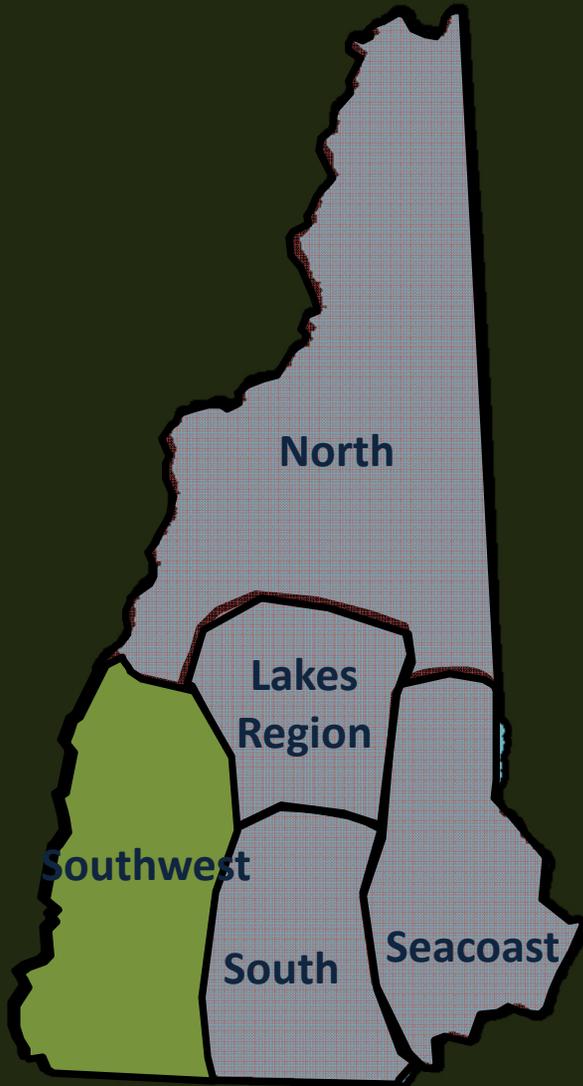
**South
Region**

**Lakes
Region**

**Southwest
Region**



Benefits of a Regional Approach:



Regional Administrator

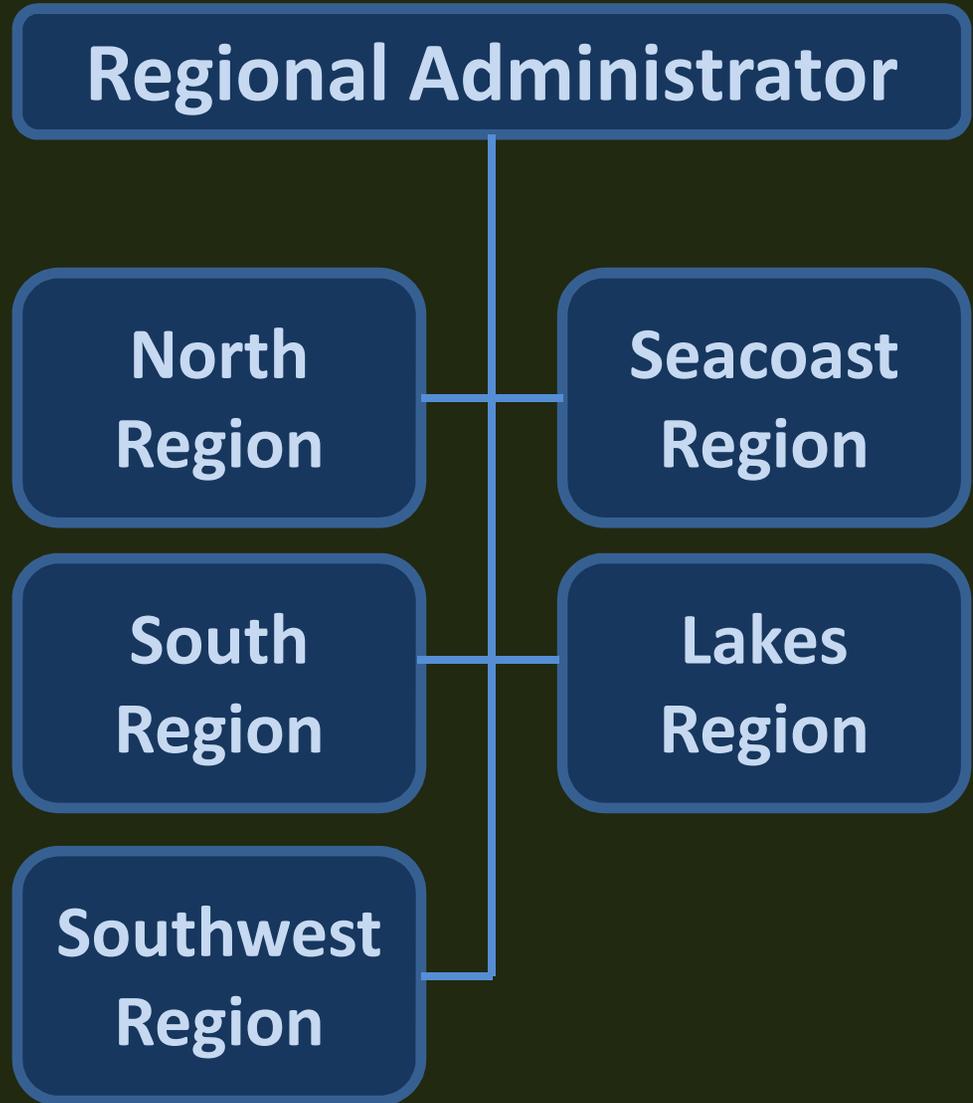
**North
Region**

**Seacoast
Region**

**South
Region**

**Lakes
Region**

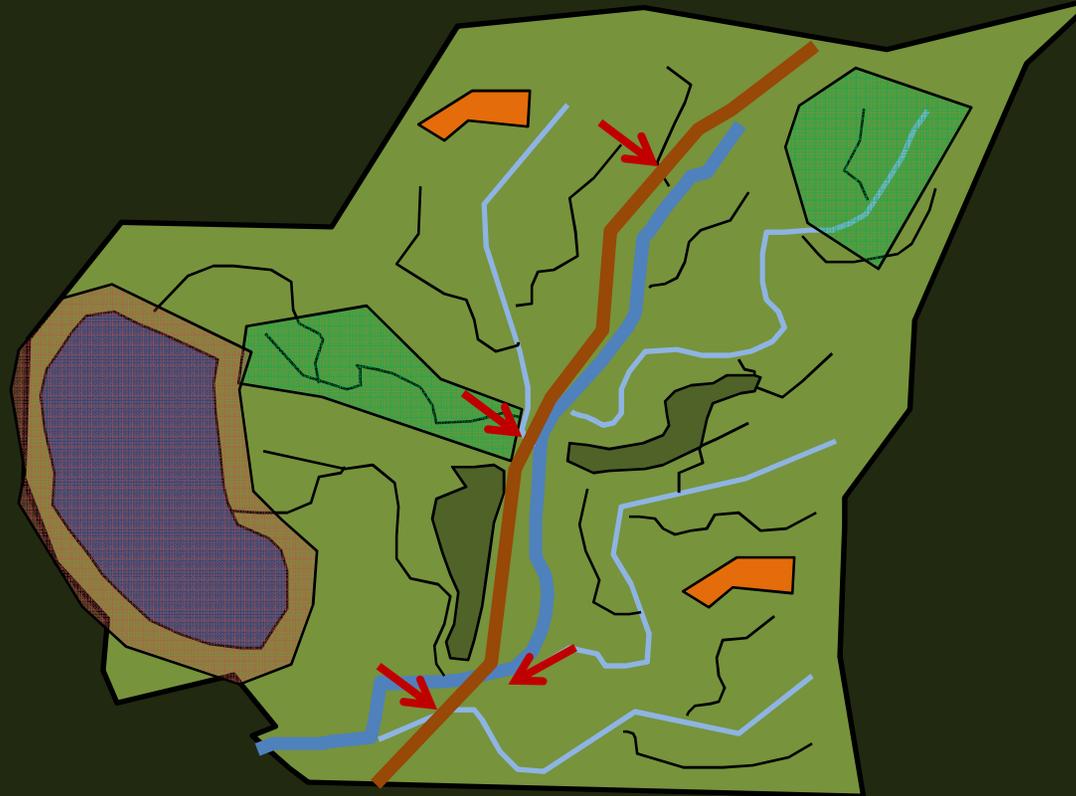
**Southwest
Region**



Become familiar with each region's waterbodies and watersheds.



Become familiar with each watershed's unique characteristics:



Stakeholders

Municipal Officials

Conservation Commissions

Roadways

Stream Crossings

Impaired Waters

Sensitive Wetlands

Conservation Easements

Our Goal: Submit *one application form* for 5 different impact types

1 LRM Permit Application



AOT Permit

Wetlands Permit

Subdivision Approval

Septic Approval

Shoreland Permit

Land Resources Management

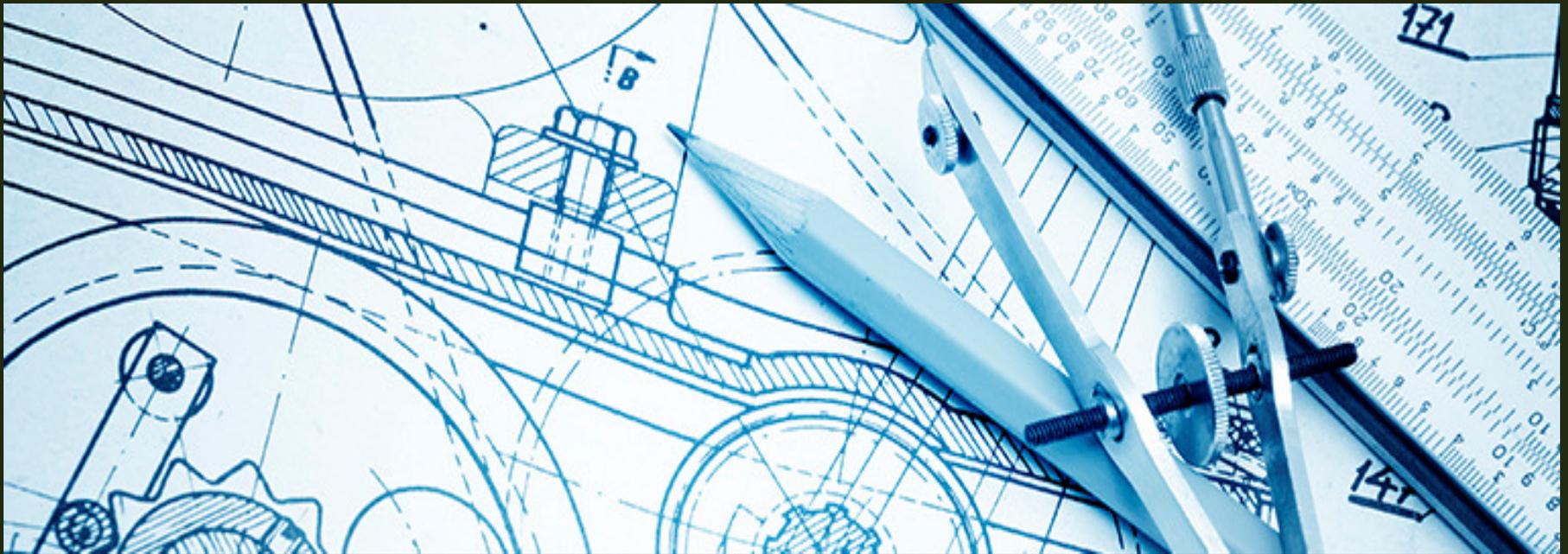
LRM Administrator

Regional
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Engineering
and Technical
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Program
Development,
Information
and Data
Systems

**Provides Engineering, Certified
Wetlands Scientists, and Soil
Scientists support to all of Land
Resources Management**



Land Resources Management

LRM Administrator

Regional
Operations

Engineering
and Technical
Services

Program
Development,
Information
and Data
Systems

**Provides Program Support,
includes the ARC, Data
Management and Analysis,
Rulemaking, Training &
Outreach**



The Road Ahead:



NHDES Commitment:



**Meet & reduce permit
turnaround times**

NHDES Commitment:



Enhance customer service
Training and outreach
Smooth transition

Summary:

Greater Consistency and
Efficiency

Better Environmental
Outcomes

Streamlined Permitting
Processes

Regional Outreach Sessions:

Nov 2	NHDES	Concord
Nov 3	City offices	Portsmouth
Nov 5	City Council	Laconia
Nov 9	Opera House	Littleton
Nov 10	Public Library	Keene

Final Public Comment Deadline: – Nov 27th

Next Steps:

- Consider Public Comments
- Submit to Division of Personnel
- Governor & Council Approval
- Staff Training
- Public Outreach



Email Comments to:

Rene Pelletier, Water Division
Assistant Director
rene.pelletier@des.nh.gov

Mail Comments to:

Rene Pelletier, Water Division
Assistant Director
29 Hazen Drive, PO Box 95
Concord, NH 03302-0095